

Abstract

Method and data processing system for the knowledge-based advising, managing and/or controlling of a business process

The invention relates to a method and a data processing system for the knowledge-based advising, managing and/or controlling of a business process, in which at least two parties are involved. The data processing system has a means (1 to 8) assigned to each party for information processing, providing the parties with interactive access to a database (10) for the process-accompanying input and process-accompanying build-up of process knowledge and/or expert knowledge, a logical interlinking of the process knowledge and expert knowledge taking place within the database. On the basis of this interlinking, an assessment characterizing the status of the business process takes place under the control of partial results, from which assessment a course of action is generated for at least one of the parties and is automatically signaled to the party.

Figure 1